

## **SCHEDULING DUE DATES**

### **Resale - Basic Telephone Service (Business & Residence)**

Due dates for CLEC end users will be assigned using the same guidelines as used for BellSouth end users. BellSouth will provide service on the desired due date or the earliest available installation date thereafter. Due dates can not be considered confirmed until a complete and accurate Service Request has been entered into BellSouth systems.

### **Resale - Complex Services**

Complex Services are classified as either Project or Non-Project. Due dates for Project Services must be negotiated through a project coordination team and normally require extended intervals. When requesting any complex service, it is important to contact your BellSouth account team representative before placing the order. The account team member will determine, based on the product and the quantity desired, whether the order will require project status.

### **Resale - Complex Services - Non-Project**

In general, the following services are considered non-project. If the quantity exceeds a service specific threshold, project treatment will be required. This list is not all inclusive.

- 2.4kb, 4.8kb, 9.6kb, 56kb, 64kb services
- Dial Access Lines and WATS
- Multi-point services
- Private line services (alarms, tie lines...)
- Metro Services (subsequent orders-see projects)
- Trunk-side terminations (DID changes to existing groups)
- Voice grade services (FCCs, OPXs, LGs...)
- Non-access and access non-designed specials
- ISDN basic rate and single line
- Non-FSO ESSX service

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## Resale - Complex Services - Project

Projects are defined as any type of service request which requires external/internal coordination for the procurement of facilities or equipment. Dates for these services will be negotiated with the project coordination team. The following require project treatment. This list is not all inclusive.

- 1.544mbs
- AccuPulse
- Alternate Service Wire Center
- CCS Links
- Commercial Video
- Derived Data Channel Service (FastConnect)
- ESSX Service into ISDN
- FlexServ
- Large quantities for non-project services
- LightGate or DS3 or upgrade
- MegaLink Channel Service (channelized non- access 1.544mbs)
- MegaLink into ISDN
- PulseLink Service
- SMARTRing
- Special Assemblies and Alternate Routing Requests
- Trunk-side terminations (DID, new groups)

## Unbundled Network Elements

Target intervals for the provisioning of Unbundled Network Elements (UNE) have been established. These target intervals assume normal working conditions, including safety, load, weather, and availability of equipment and facilities. Final due date commitments will be provided via the Firm Order Confirmation process for each individual order.

## SPECIAL NUMBER ASSIGNMENTS

### Description

A special telephone number is a number that is not randomly assigned by BellSouth mechanized systems. These are end user requests for either a specific telephone number or for an easy to remember telephone number. Following are some examples of possible requests.

<i>TYPE</i>	<i>EXAMPLE</i>
Sequential Numbers	321- <b>1234</b>
Numbers Used to Spell Words	321- <b>3425</b> or 321-DIAL
Identical Numbers	321- <b>1111</b>
Telephone Number Listed in the Directory Using Alpha in Lieu of Numeric Characters	529- <b>BABY</b>
Any digit(s) is Specified	XXX-X <b>6</b> XX or XXX-XX <b>9</b> X or XXX-XX <b>55</b>

### Restrictions

- This service is available only where facilities or arrangements permit.
- Number alternatives are limited to those normally available for the serving central office or wire center which provides the access line. The end user is limited to the available options for the first three (3) digits (NXX) of the special telephone number.
- If requested manually, a search will be made for a special number only if an end user is placing a firm order.

### Exception

Where two or more NXXs are available, it is not considered a special number request when the customer requests one NXX over another in the area.

## Processing Special Number Requests

Special Number assignments can be requested via the pre-ordering interface or the forwarding of an LSR package to the LCSC. On the product specific form, indicate in the remarks that a specific number is requested. When a specific number is requested, indicate in the remarks section the number(s) in order of desirability. For example:

- a. (1<sup>st</sup> choice) - XXX-1234
- b. (2<sup>nd</sup> choice) - XXX-4321
- c. (3<sup>rd</sup> choice) - XXX-4343

The request should always be submitted specifying the desired digits, whether the request is for a specific number, a specific numerical pattern or a request for alpha characters to be listed in the directory in lieu of numeric characters.

If none of the end user choices are available, a telephone number will be randomly assigned and returned on the FOC.

## END USERS WITH DISABILITIES

### Directory Assistance Exemption & BellSouth IntraLATA Long Distance Reduced Rates

BellSouth offers local Directory Assistance at no charge on calls from an approved telephone line for end users with disabilities. End Users who are legally blind, or are visually or physically disabled may qualify for the exemption. (A copy of this application is located at the end of this section)

BellSouth also offers reduced long distance rates for calls from an approved telephone line for end users with disabilities. End Users with an Impairment of Hearing or an Impairment of Speech may qualify for that exemption. (A copy of this application is located at the end of this section)

When a CLEC end user wishes to apply for the local Directory Assistance exemption or the BellSouth reduced long distance rates, the CLEC should provide the end user with the appropriate application exhibited at the end of this section. If an end user already has a disability exemption for local directory assistance or for reduced long distance rate and switches to another local service provider, a new application must be completed. The CLEC is responsible for maintaining the end user application in its files.

The end user should return the application to the CLEC. After review by the CLEC to insure the application is complete, the application, along with proof of the disability, must be mailed to the BellSouth Telecommunications Center for Customers with Disabilities (TCCD). **The TCCD does not accept Local Service Requests. Only applications for end user disability exemptions or special equipment inquiries or orders after local service is established are accepted.**

The completed application(s) and appropriate documentation from the end user, should be **mailed** to:

Telecommunications Center for Customers with Disabilities  
BellSouth - Room 205N  
3196 Highway 280 South  
Birmingham, Alabama 35243

No credits for calls or charges prior to receipt and processing of the application (including calls or charges not yet billed) will be given.

The application for Directory Assistance exemption automatically expires in two (2) years for a residential line and in one (1) year for a business line. In order for the end user exemption to continue uninterrupted, a renewal request must be received in the TCCD **prior** to the expiration date.

The end user must contact their long distance carrier, if other than BellSouth, for information concerning reduced rates for their service.

CLECs may call the following voice only numbers with questions about the local directory assistance exemption application and other special services and equipment available for use by the CLEC or CLEC end users with disabilities. CLEC end users should **NOT** be referred to these numbers.

Alabama, Kentucky, Louisiana, Mississippi, Tennessee	557-6253
Florida, Georgia, North Carolina, South Carolina	780-2273
Non-BellSouth territory or outside the Region	800-982-2891

## CUSTOMIZED CALLING RESTRICTIONS (CREX)

Individual line numbers may be blocked from dialing certain codes according to the following chart. The option should be entered with the appropriate USOC on the Resale Service Form.

OPTION	BLOCKS
UNRESTRICTED	NO BLOCKING
1	1+,0+,0-,00-,01+,011+,411,PULSELINK,976,900,N11,
2	0-,0+,00-,01+,976,PULSELINK
3	1+,0-,0+,00+,01+,011+,900
4	900,976
5	976
6	900,976,N11
7	011,10XXX+011,
A	CREX1 WITH OPTIONAL CALLING PLAN
B	CREX2 WITH OPTIONAL CALLING PLAN
W	0-,0+,00-,01+,976,011+
X	976,900,011+
Y	976,900,N11,011+
Z	976,011+
SRG	1+,10XXX1+,976,900 (SENDS ANI7)
SRGBX	1+,10XXX1+,976,900 (SENDS ANI7) OCP (NC)PBX
SRGCO	1+,10XXX1+,976,900 (SENDS ANI7) OCP (NC ONLY)

### NOTES:

- Options 1 through SRGCO cannot be combined.
- If 0- or 0+ is custom routed, then Options 1, 2, 3, A, B, & W cannot be selected.
- If Directory Assistance is custom routed, then Option 1 & A cannot be selected.
- SRG requires ANI 7 in 1AESS switches
- The 1 + 976 Restriction is only applicable within the end user's area code.

## LONG DISTANCE CARRIER SELECTION

### Predesignated Interexchange Carrier Changes

PIC/LPIC changes on individual end user lines submitted on the appropriate service request forms will be processed by the LCSC. The service request may be for PIC/LPIC changes only or coincident with other service activity.

Bulk processing of PIC/LPIC changes submitted by Interexchange Carriers through CARE are subject to restrictions by state PSCs or the CLEC. If there are no restrictions, the changes will be processed and the new and losing carrier will be notified.

### Unauthorized Changes

CLEC end users should report unauthorized PIC changes to the **PIC CLEC**. The CLEC should contact the Equal Access Service Center (EASC) for resolution. The EASC will correct the PIC and apply charges and/or credits as appropriate.

#### EASC Telephone Numbers

Florida, Georgia, North/South Carolina	780-2778
Other BellSouth states	557-6001
Outside BellSouth area	800-456-9127

The EASC does not accept calls directly from an end user.



## **FORMS**

The following pages contain the forms referenced in this section. They are:

- **End User Letter of Authorization**
- **Telephone Number Reservation Request**
- **Application for BellSouth Directory Assistance Exemption**
- **Application Reduction in BellSouth Long Distance Charges**

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## END USER LETTER OF AUTHORIZATION

Date: \_\_\_\_\_

TO: BellSouth Local Carrier Services Center

Please provide the BellSouth Customer Service Record for the following end user's account:

Customer Name: \_\_\_\_\_

Main Account Tel. #: \_\_\_\_\_

FROM: CLEC Company: \_\_\_\_\_

CLEC Contact: \_\_\_\_\_

Contact's number: \_\_\_\_\_

FAX number: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

# TELEPHONE NUMBER RESERVATION REQUEST

Date      /      /     

Page 1 of \_\_\_\_\_

### A. Competitive Local Exchange Company

Co/OCN

FAX# ( )- -

Requested By \_\_\_\_\_

Tel # ( )- -

Remarks: \_\_\_\_\_

☐ Disk Requested? If yes, mailing address: \_\_\_\_\_

### B. Reservation Request Details

[illegible]

*DID Number Scopes, Hunting Series, TERs, HMLs, Special Numbers, etc. must be assigned by the LCSC.*

**B. Reservations Provided By**

BellSouth Service Rep \_\_\_\_\_

Remarks

## Application For BellSouth Directory Assistance Exemption

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Persons whose disability prevents their use of directories will not be charged for BellSouth Directory Assistance calls billed to their approved telephone number line. All BellSouth Directory Assistance calls charged to the approved telephone number line will be automatically exempted (deleted) from the bill. The number of allowable free Directory Assistance calls may vary by state. If abuse of this exemption is confirmed by investigation, this exemption could be removed.

Those having the following disabilities may qualify for exemption:

- \* **Legally Blind** - Those whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.
- \* **Visual Disabled** - Those whose visual disability, with correction and regardless of optical measurement with respect to "Legal Blindness" are certified as unable to read normal printed material. (This includes telephone book size characters.)
- \* **Physically Disabled** - Those who are certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitations.

(Examples of physical disability cited are: loss of hands, or use or control of hands; constant severe tremor, spasticity or paralysis; noncorrectable double or triple vision; incapacitating confinement as in iron lung; severely debilitating conditions such as found in advanced stages of certain diseases.)

- \* **The Federal Register (Vol. 35 #126, dated Tuesday June 30, 1970) is the reference source for these definitions.**

If you need an exemption for business use or employment, you must complete an application for that request also.

Please print clearly or type and return completed application to the address below:

*(Insert appropriate CLEC address)*

**NOTE:** This application is for a Residence - 2 year period or for a Business - 1 year period. At the end of that period, a renewal application will be requested which will not require recertification. For information about free Directory Assistance for long distance numbers, please call your long distance company.

## Application For BellSouth Directory Assistance Exemption

Area Code \_\_\_\_\_ Telephone Number \_\_\_\_\_

Billing Name \_\_\_\_\_

Street Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

\_\_\_\_\_  
(First Name) (Middle Name or Initial) (Last Name)

Name of Disabled User \_\_\_\_\_

Relationship to Person Billed for Service \_\_\_\_\_

(e.g., self, sister, mother, father, brother, roommate, employer, etc.)

**Explain the nature of the disability which prevents the use of the Directory.**

### **Residence and Business Exemptions:**

Signature of Disabled User \_\_\_\_\_

### **Business Only:**

Telephone Number Assigned to Disabled User \_\_\_\_\_

Signature of Person Responsible for Billing \_\_\_\_\_

Title, Department Name \_\_\_\_\_

## Application For BellSouth Directory Assistance Exemption

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### **IMPORTANT !!**

Attach a letter from your physician, clinic or appropriate group/agency verifying your disability. The letter must be on the official letterhead of the physician, etc.

*Note: Your telecommunications company will not be responsible for any charges incurred to obtain certification.*

Please mail the completed application with attached certification letter to the address shown on page 1 of this application.

# Application for Reduction in BellSouth Long Distance Charges

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## How To Apply For A Reduction In Charges

Persons whose hearing or speech impairment requires their use of a teletypewriter or telecommunications device for the deaf for telephone communications are eligible for reduced long distance rates.

Those qualifying for reduction are: a) persons with hearing impairment as defined on the last page of this application; or b) persons with severe speech impairment as defined on the last page of this application. Reductions will be provided where the telephone is in the disabled person's name, or in the name of a member of his or her household.

The long distance reduced rates which may apply are:

Long Distance dial station-to-station (DDD) day or evening calls originated from a designated residence telephone associated with a Portable Communications Terminal or TDD/TTY. The reductions are as follows:

- a DDD call made in the day rate period will be billed at the evening DDD rate;
- a DDD call made in the evening rate period will be billed at the night DDD rate

Please print clearly or type the application according to the following instructions.

*a* Give your name and address.

*b* Fill in the name and address of the customer to whom the telephone is billed.

*c* Fill in the 10-digit telephone number.

*d* Provide the manufacturer's name, model number and serial number of the TDD/TTY device. The manufacturer's name should be on the face of the TDD/TTY equipment, the model and serial numbers generally are on the back. Check with your supplier if you can't locate these numbers.

*e* After completing sections a, b, c and d, please provide acceptable certification in item 7. This certification must be either one of the following:

- Signature of a physician, otolaryngologist, or licensed speech-language pathologist or audiologist, or of the authorized representative of a social agency that conducts programs for the hearing or speech impaired in cooperation with an official agency of your state.

**OR**

- As an alternative, you may submit a previous certification establishing the impairment of your hearing or speech, such as those which qualify you for social security benefits on the basis of total hearing impairment or for use of facilities of an agency for the hearing or speech impaired.

In either case, be certain to complete item 9. Then sign and date the application.

*f* Mail the completed form to:

*Insert appropriate CLEC address*

## Application for Reduction in BellSouth Long Distance Charges

<p><b>a</b> 1. Name of the person applying for reduction</p> <p>2. Address</p>	<p>First Initial</p> <p>Last</p> <hr/> <p>Street</p> <hr/> <p>City</p> <hr/> <p>State and ZIP Code</p> <hr/>
<p><b>b</b> 3. Name of the customer to whom telephone is billed</p> <p>4. Billing address (if different from 2)</p>	<p>First Initial</p> <p>Last</p> <hr/> <p>Street</p> <hr/> <p>City</p> <hr/> <p>State and ZIP Code</p> <hr/>
<p><b>c</b> 5. Telephone Number</p>	<p>Area Code Telephone Number</p>
<p><b>d</b> 6. List the manufacturer's name, model number, and serial number of the TDD or TTY device.</p>	<hr/> <hr/> <hr/>
<p><b>e</b> 7. Signature of authorized agency representative or physician, otolaryngologist or licensed speech-language pathologist or audiologist</p> <p><b>OR</b></p> <p>8. Check box and provide copy of previously obtained certification</p> <p>9. Name and address of authorized agency or person making certification</p>	<p>I certify that the applicant has impairment of hearing or severe speech impairment, on the basis of the procedure shown on page 3 of this application, and qualifies for reduction in charges for TDD/TTY communications.</p> <hr/> <p><input type="checkbox"/></p> <hr/> <hr/> <hr/>

Signature of person applying for reduction (or if signature of person signing for applicant, please indicate relationship).

Signature  
Date

Relationship



# **Application for Reduction in BellSouth Long Distance Charges**

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## **Impairment of Hearing**

The American Academy of Otolaryngology (A.A.O.) has developed the following procedure for measuring and calculating the percentage impairment of hearing.

1. Using an audiometer that is calibrated according to American National Standard Specifications for Audiometer, S3.6--1969, readings are made on the "hearing threshold level dial" to determine the hearing level for pure tones of the frequencies of 500, 1000, 2000 and 3,000 Hz.
2. These readings show the number of decibels (dB) that the listener's threshold of hearing lies above the standard audiometric zero for each frequency.
3. The hearing level for speech is the average of the audio-metric measurements made at the four frequencies, computed separately for each ear.
4. Under the criteria used by the A.A.O., 60 per cent impairment is reached when the average hearing level for pure tones in the better ear is 65 dB.
5. Where the average level is higher than 65 dB, the hearing impairment exceeds 60 per cent.

In addition, certain individuals may have less than 60 per cent impairment for pure tones, but have poor speech discrimination. Written confirmation from an audiologist or an otolaryngologist certifying that an individual's speech discrimination precludes normal use of the telephone will also be accepted by the company as qualification for discounts.

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## **Impairment of Speech**

The American Medical Association's Committee on Rating of Mental and Physical Impairment recommends the following procedure for evaluating speech impairment as to three categories: audibility, intelligibility, and functional efficiency. \*

Judgments of speech impairment should be based on direct observation of the person's speech and on reports of the person's performance in situations of everyday living. Following is a summary of the recommended standardized procedure for evaluation:

1. Place the person approximately eight feet from the examiner in a "reasonably quiet" environment.
2. Interview the person to permit observation of speech in ordinary conversation.
3. Observe the person's speech in reading aloud a simple prose paragraph.
4. The examiner should record his or her judgment of the person's speech capacity in the three categories with reference to the following classifications (65 to 85 per cent of impairment, according to the AMA Committee's guidelines):
  - Audibility - Can produce speech of intensity sufficient for a FEW of the needs of everyday speech communications; can barely be heard by a close listener...able to whisper audibly, but has no voice.
  - Intelligibility - Can perform a FEW of the necessary articulatory acts for everyday speech communications; can produce some phonetic units...however, unintelligible out of context.
  - Functional Efficiency - Can meet a FEW of the demands of articulation and phonation for everyday speech communication...such as single words or short phrases...speech is labored; rate is impractically slow.
5. The degree of impairment of speech function is equivalent to the greatest percentage of impairment as recorded for any one of the three categories.

\* See "Guides to the Evaluation of Permanent Impairment", 109-111, American Medical Association, 1971.

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## INTRODUCTION

This section covers each ordering form and the field entry requirements for local service. Additional information to assist the CLEC in submitting complete and accurate information is also provided.

Local service is ordered using uniform order request forms. Each request form contains entries required for ordering of the particular service and for the establishment of billing to the appropriate CLEC account. **Some changes have been made to the OBF standards for BellSouth specific requirements.** Where industry standard forms are not approved or deployed, BellSouth locally generated forms are included in this document.

Service specific forms have been designed to accommodate ordering conditions specific to a service type and must be associated with a Local Service Request (LSR) and an End User (EU) form. The service specific forms are:

- Resale - Service
- Resale - Frame Relay
- Resale - Private Line
- Loop Service (Facility Based)
- Number Portability (Facility Based)
- Loop Service with Number Portability (Facility Based)
- Port Service (Facility Based)
- Directory Listing Request (Resale or Facility Based)

Information is also provided in this section concerning the electronic ordering process which may be utilized in place of the manual process included in this guide.

# ELECTRONIC ORDERING

## Electronic Data Interchange (EDI)

CLECs may use Electronic Data Interchange (EDI) to transmit certain local service requests to BellSouth. An acknowledgment of each request will be transmitted back to the CLEC. There are three basic components of EDI. They are:

- standards
- software
- communications

Standards developed by ANSI ASC X12 committees, a National Standards organization, are utilized for EDI. The Telecommunications Industry Forum (TCIF), which is a voluntary association of interested parties work to ensure the continued well-being of the industry by addressing the application of standards and the use of technology.

Software, which is the second component of EDI is ordinarily referred to as translation software. This software translates information from the format used in an application to the EDI standard format with standard content for the appropriate transaction set to communicate the EDI message.

The final component is communications. Communications is the means for transmitting the EDI message containing the EDI data. BellSouth currently is capable of handling the following three methods to connect and transfer EDI messages.

### 1. IN-DIAL DIRECTLY TO BELL SOUTH

BellSouth has a Gateway Communication product which allows trading partners to dial into our EDI Gateway and drop off their documents and retrieve documents which belong to them. The current requirements for this service are:

Modem requirements:

- Acceptable speeds are 4800 - 14.4
- Bsync protocol

Our modems are AT&T Paradyne Comsphere 3810PLUS V 34. AT&T Paradyne has provided a list of modem brands that were successfully tested against the Comsphere 3810PLUS modem during its Beta testing. Those passing tests in synchronous dial mode are: Comsphere 3810, Comsphere 3800PLUS V 34 Series, UDS V 3400, and UDS 3229. Other modems may work, but are unproved.

Trading Partners are assigned a logon ID and password for their mailbox and are required to send this information at logon time. The telephone number used for in-dial is a Birmingham, Alabama local telephone number which is connected to a bank of modems.

### 2. VALUE ADDED NETWORK SERVICE (VAN)

BellSouth uses Harbinger VAN service as its primary VAN. The trading partner may subscribe to any VAN of their choice as most all registered VAN's have interconnection between themselves and can transfer data to the appropriate VAN of your trading partner. Each trading partner is responsible for their own delivery method to their VAN and most VANs can accommodate various methods of connectivity to their services.

### 3. CONNECT Direct (Formerly NETWORK DATA MOVER (NDM))

This file transfer product is owned by Sterling Software. Both partners must have installed the appropriate platform version of CONNECT Direct. BellSouth is currently running the mainframe version of this product, although this product is available on multiple platforms. BellSouth is currently in production with Trading Partners using MVS, VSE, Open VMS, OS/400, UNIX and MS-DOS. Testing is in progress with Trading Partners using Tandem and Windows NT. BellSouth has not tested with partners using other Sterling supported platforms, such as VM, MSP E520/EX, OS/2m, Stratus, VOS, and NetWare. A dedicated line is used between partners. The customer must purchase the dedicated line. The customer is also expected to purchase the CSU/DSU devices (modems) for both sides to minimize incompatibility. The purchase, installation, and testing of such may take 45-90 days.

BellSouth is committed to the development and implementation of EDI applications. For further information, call 205-977-5540.

## Local Exchange Navigation System and BellSouth Web Browser

The Local Exchange Navigation System (LENS) and the BellSouth WEB browser provide the CLEC with the ability to interactively order. CLECs have three options for accessing LENS:

- A. Dial-up connection requires a Secure ID card per user.
- B. The LAN-to-LAN connection (requires a T1 type of circuit)
- C. Internet

# CONFIRMATION OF SERVICE REQUEST

## Firm Order Confirmation

After processing the CLEC service request, a Firm Order Confirmation (FOC) will be returned to the CLEC via facsimile, LENS, or EDI. The confirmation will provide the BellSouth order number, the service due date, telephone numbers (as applicable to the service), and the BellSouth service representative name and telephone number. Additional service specific data may also be provided. The FOC does not constitute, and is not, a guarantee that facilities are available. The committed due date is based on an assumption that facilities are available. If there is a post-FOC facility problem, the CLEC will be informed of the estimated service date.

## Clarifications

BellSouth will return any Local Service Requests (LSR) to the CLEC when incomplete, incorrect, or conflicting information is sent on the LSR resulting in BellSouth being unable to issue the order(s) as requested on the LSR. The CLEC has 10 business days to respond to the request for clarification by submitting a supplemental LSR. If no response is received, the LSR will be canceled on the eleventh business day. If canceled by BellSouth, a new LSR (PON) must be submitted.

## Service Request Changes and Cancellations

BellSouth should be notified as soon as possible of any service request changes or cancellations. Early notification will allow adequate time to process the change and notify all affected departments. This will ensure the order properly reflects all requested service and appropriate billing.

## Missed Appointments

If an appointment is missed for end user reasons, the BellSouth service technician will provide notification to the CLEC. The CLEC should issue a supplement with a new desired due date, and forward to the LCSC. If a new desired due date is not provided within 14 calendar days, the original service order (PON) will be canceled.

## Service Jeopardies

If it is determined, after the Firm Order Confirmation but **prior to the due date**, that a service due date cannot be met for any reason, the CLEC will be notified promptly by BellSouth via telephone call. Generally this call will be made by LCSC personnel.

If it is determined **on the due date** that the service cannot be provided on that date, the CLEC will be notified promptly by a telephone call from the BellSouth installation control center personnel.

**ORDERING FORM MATRIX****When Ordering:****These Forms Are:**

	LSR	EU	RS	NP	LS	LSNP	PS	DLR *
<b>Resale Service - Switch-As-Is</b>	R	R						
<b>Resale Service</b>	R	R	R					C
<b>Number Portability</b>	R	R		R				C
<b>Loop Service</b>	R	R			R			P
<b>Loop Service with Number Portability</b>	R	R				R		C
<b>Port Service</b>	R	R					R	C
<b>Directory Listing Request</b>								R

**Legends:****Form Names:**

LSR = Local Service Request Form  
 EU = End User Form  
 RS = Resale Service  
 NP = Number Portability Form  
 LS = Loop Service Form  
 LSNP = Loop Service with Number  
 Portability Form  
 PS = Port Service Form  
 DLR = Directory Listing Request Form

**Form Requirements:**

R = Required  
 P = Prohibited  
 C = Conditional

\* The DLR is an interim BellSouth directory listing form and will be replaced by the OBF version at a later date.





# LOCAL SERVICE REQUEST (LSR) FORM

## Description

This section describes the Local Service Request (LSR) form entries. Each field on the LSR form is identified and defined.

All information required for administrative, billing and contact details is provided for in the various fields contained within the LSR Form. The Administrative Section contains information pertaining to the service being ordered such as: purchase order number, requisition type, desired due date, etc. The Bill Section provides the CLEC's billing name and address information. The Contact Section contains initiator information, design contact name, address and telephone number as well as implementation contact name and telephone number.

These request forms were designed with the intent to require a minimum of input information. Remark fields provide space for clarification required for items not specifically covered by the request forms. Attachments may also be used to provide lengthy data requiring further specification (e.g., hunting patterns, restrictions, or other such details not easily described through a standard form entry).

This document incorporates the following BellSouth requirements for the population of form entries:

- Required means the field must be populated.
- Optional means the field may or may not be populated.
- Prohibited means the field must not be populated.
- Conditional means the field is dependent upon the relationship to another entry as specified in the usage statement and is dependent upon the presence, absence or combination of other data entries.

All local service ordering forms utilize the following general instructions for justification:

- Quantity fields are right justified.
- Fields with text are left justified.
- Fields not following these justification rules are so noted within the context of the definition and usage statement.
- If a field is designated as prohibited, it should be left blank.